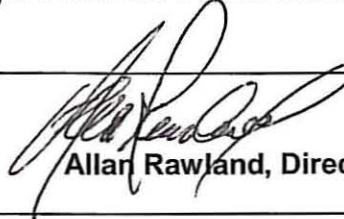


**County of San Bernardino  
Department of Behavioral Health**

**Satisfying Consumer Language Needs Procedure**

Effective Date 10/99  
Revision Date 4/24/07

  
Allan Rawland, Director

**Purpose** To ensure guidelines are established for satisfying consumer language needs

**Responsibility** The Department of Behavioral Health is responsible for doing the following:

- Providing a roster of linguistically proficient bilingual staff every *six months* through Human Resources
- Providing mandatory annual training on the delivery of interpretation services (See DBH Training Update/Schedule)
- Ensuring paid bilingual staff within a region/specialty program provide interpretation services.

**Note:** Supervisors will be responsible for ensuring equitable workloads for staff providing interpretation services.

**Non-English  
Threshold  
Languages  
(Spanish)**

Follow the steps in the table below to provide services to Non-English speaking threshold languages:

Step	Action
1	Contact the supervisor or their designee to utilize clinic, program or region staff for interpreter services in a timely manner
2	Are there any bilingual staff readily available within the region/specialized program?  If yes, utilize their services If no, go to step 3
3	Contact an outside vendor to determine consumer needs
4	Complete the <i>top portion</i> of the <a href="#">Outside Vendor Service Request Form</a> and obtain supervisor/ designee approval prior to the delivery of service
5	The Outside vendor provider will complete and return the <i>bottom portion</i> (Contract Vendor Invoice) of the above form, to the clinic supervisor or their designee for reimbursement and monitoring purposes.
6	The Program Manager will review and approve the Contract Vendor Invoice

## County of San Bernardino Department of Behavioral Health

**Non-English  
Threshold  
Language  
(Spanish)  
continued**

7	Copies of the Invoice will be forwarded to the Business Office and Medical Records
8	The Program Manager will complete and submit a monthly <a href="#"><u>Outside Vendor Cost Report</u></a> to the Office of Cultural Competency / Ethnic Services
9	All efforts and progressive steps to link the client to the appropriate services with language of choice will be documented in the consumer's progress notes and Initial Contact Log Form.  <b>Note:</b> The use of contract vendor services <b>will not</b> be approved for ongoing treatment unless approved by the supervisor.

**Non-Threshold  
Languages**

Refer to the *above* table to determine consumer needs for Non-Threshold languages.

- Staff will attempt to locate and link consumers with services that are linguistically appropriate.
- Linkage for services may be to community service organizations, fee for service providers, or contract agencies (See DBH Community Resource Booklet).
- Use of Contract Vendor services **will not** be approved for ongoing treatment, unless approved by the supervisor.

**Exception:** Consumer meets DBH target population criteria and has a special language that cannot be provided by DBH certified bilingual staff or Fee for Service Provider.

**Incoming Calls**

Follow the steps in the table below when receiving a call from a consumer speaking a Threshold language:

Step	Action
1	Use Conference Hold to place the threshold language speaker on hold
2	Dial: Outside agency 800 number
3	Give information
4	Brief the interpreter on the purpose of the call and confidentiality requirements
5	Add threshold language speaker to the line
6	Say, "end of call" to the interpreter when the call is completed

**Note:** When placing a call to a threshold language speaker, begin at step 2